

Requirements for Member Statement Inserts

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Instructions For Your Printer

Give a copy of the “Packaging & Labeling Instructions for Credit Union Statement Inserts” flyer to any printers who will be producing your statement inserts. Most reputable printers can easily follow these simple requirements, but some may try to offer you reduced costs if they do not have to adhere to them.



Instructions for Credit Union Staff

➔ Summary of Processing Delay Fees

The only reason we have standard guidelines and processing delay fees is to ensure the prompt and efficient processing of your member statements. By planning ahead and staying organized, not only can you reduce your monthly statement expenses, but your members will always receive their statements without delay!

Save \$\$\$
by avoiding
these fees!

| Fee Description (Invoice Code) | Fee Amount | How To Avoid This Fee |
|--|-------------------|--|
| Insert Information Missed Deadline (0170) | * \$ 100.00 | Make sure complete and accurate statement instructions are entered by the 10th of the month. |
| Insert Alterations Fee (0157) | \$ 50.00 | Do not modify your insert instructions after the 10th. Make sure the printer does not deliver an insert that is not listed on your statement instructions. |
| Late Insert Fee (0179) | \$ 50.00 | Make sure your printer delivers inserts to Sage by the <i>day before</i> the last <i>business day</i> of the month. |
| Hold List/Mailing Delay Fee (0172) | \$ 50.00 | Make sure your printer delivers inserts to Sage by the <i>day before</i> the last <i>business day</i> of the month. Respond promptly to any questions we ask about your inserts via email and/or phone. |
| Out-of-Spec Inserts Fee | *** varies | Make sure your printer follows the guidelines for printing and packaging inserts. |
| Extra Inserts Fee (0168) | \$ 50.00 each | Include no more than 3 inserts with your statements. (See “Other Guidelines” below.) |

* This was previously charged as two separate \$50 fees, one for incorrect instructions and one for the phone follow-up.

** The phone follow-up fee may be charged more than once if a CSR is required to contact your credit union more than once during the month about multiple problems with your statement inserts.

*** Fees for out-of-spec inserts will vary depending on the issue. For example, if your printer sends unfolded inserts, Sage will quote a fee for folding the inserts for you. Other reasons for this charge include overweight boxes or inserts that are not shrink-wrapped. CU*Answers has authorized Sage to reject inserts that will create problems with automated equipment.

➤ Optional Services

These are charges for special optional services available through Sage Direct. See “Other Guidelines” below for more details.

| <i>Fee Description</i> | <i>Fee Amount</i> |
|-----------------------------|--|
| Special Audit Instructions | \$ 125.00 |
| Audit Envelopes | Available through Sage Direct; price quoted on request |
| Selective Statement Inserts | \$ 150.00 for first selective run; \$ 50.00 ea. for additional runs* |
| Selective Statement Onserts | \$15.00 Administration fee per onsert, plus cost of onsert |

* A “run” represents each group of members that receives a particular set of inserts. The more selective inserts you have in a given month, the more run combinations there might potentially be. Refer to the “Selective Statement Inserts” booklet for more details.

All prices are subject to change; refer to the most recent Pricing Guide, sent annually to your credit union CEO/Manager, for current pricing.

➤ Statement Preparation Requirements

Following is a summary of the standard guidelines CU*Answers has established to ensure fast, efficient, and accurate processing of your member statements.

Final insert instructions must be entered into CU*BASE by the 10th of each month*

Use option #11 “Update Statement Message/Inserts” on menu MNPRTC, making sure to update the month and year on the final screen. This information is pulled and printed on a report called the *control report*, which provides critical information used by Sage to “check in” and verify inserts as they are received throughout the month. If the control report and the materials actually delivered do not match up, or if changes are made after the 10th, or if inserts are late arriving, processing delay fees will apply.

* This deadline will be extended to the next business day if the 10th falls on a weekend or holiday.

Statement inserts must be at Sage the day before the last business day of the month

Business days are Monday through Friday, not including holidays. If month-end falls on a Saturday or Sunday, all inserts must be at Sage by 5:00 p.m. ET on *Thursday*. If your inserts are not received by the deadline, your statements will automatically be moved into the hold group and processing delay fees will apply.

Special timing differs for November and December. Please refer to your End of Year Processing Guide that you will receive in the fall.

Because of the programming required to handle automated insert processing, inserts that are received on the last day of the month cannot be inserted in your statements for that month in the normal statement run. Your statements have already been pulled out of the main run and will be processed last as part of the hold group.

Inserts must be printed and packaged according to guidelines

CU*Answers has authorized Sage Direct to charge fees for any inserts that are not printed or packaged according to published guidelines that allow for smooth operation of the inserting equipment. Refer to the separate “Packaging & Labeling Instructions” flyer for details.

☑ **Make sure to order an adequate quantity of inserts**

It is your credit union's responsibility to ensure that an adequate quantity of inserts is ordered and delivered to Sage for the anticipated number of member statements.

Remember that quarterly statement runs typically have many more members than months that fall in the middle of a quarter, so quantities may need to be adjusted for the March, June, September, and December statement periods. (Hint: Your monthly statement invoice shows your statement counts and should provide an excellent benchmark for the number of inserts you'll need to order.)

If your print vendor follows the published guidelines and labels the insert boxes properly (1 of 4, 2 of 4, etc., so they know how many boxes they should expect), Sage will take care to ensure that all boxes have arrived prior to starting your statement run. Once your statement run begins, however, if there are not enough inserts for all of your statements, Sage will not stop the run or pull your statements off the line, nor will they contact CU*Answers or your credit union for instructions or charge any special handling fees.

➡ **Other Guidelines**

Special Audit Statements: Periodically, an audit firm may request an audit to be performed on your credit union's statements. Usually this requires special mailing instructions and/or report requests. In this case, the member statement envelopes are a custom-sized envelope.

Special envelopes can be ordered through Sage Direct (we cannot change your credit union's return address just for this statement run). The fee for Special Audit Instructions is \$125.00.

Excess inserts: CU*Answers allows up to five total inserts per statement run. The first three inserts are at no extra cost. The fourth and fifth inserts are each charged a \$50.00 Extra Inserts Fee. (This does not apply to credit unions that use online credit cards, as inserts are already limited to 3 plus the payment return envelope.)

Remember that more inserts can mean higher postage rates for the *full* statement run for your credit union.

Weight restrictions for postal discounts: According to the U.S. Postal Service, envelopes will not be eligible for the first class discounted rate if they weigh more than 3.4 ounces or measure more than 1/4" thick.

Selective Statements Inserts for targeted marketing is another feature offered by CU*Answers and is available only through Sage Direct. Refer to the separate "Selective Statement Inserts" booklet for complete instructions.

➤ Statement Processing Priority

Following is the order in which member statements are processed by Sage Direct:

| | | | |
|------------------|-----------------|---|---|
| The "Main Run" | 1 st | Credit unions that have online credit cards | <i>Credit card billing statements are included with the normal member activity statement. Because of the billing due date, these are processed first.</i> |
| | 2 nd | Out-of-state credit unions | <i>Allows for additional post office handling.</i> |
| | 3 rd | Statements without inserts | <i>Flows through production more easily.</i> |
| | 4 th | Statements with inserts | <i>Not on the HOLD list.</i> |
| The "Hold Group" | 5 th | Statements on the HOLD list | <i>Waiting for inserts, control sheet delays, etc.</i> |

Please contact a Client Service Representative with any questions:

csr@cuanswers.com

616.285.5711

800.327.3478

Sage invites you to take a tour!

Sage Direct processes between 350,000 and 740,000 member statements every month for CU*Answers clients (that's over 1.2 million pieces of paper!). Their state-of-the-art facility incorporates the latest security technology and procedures to ensure your member data is handled safely and efficiently. And Sage has worked with us to provide special services and integrated CU*BASE features not available with any other statement vendor.

They'd love to show you around, so don't hesitate to contact us and we'll arrange a tour at your convenience!

To learn more about Sage services or to see a video tour, visit them on the web at **www.sagedirect.com**.

